



December 3, 2009

TO: Mayor and Members of Council
FROM: Rashad M. Young, City Manager
SUBJECT: Items for Your Information

IFYI HIGHLIGHTS

- Contact Center Feedback
- Update on Business Survey

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 11/23/09 – 11/29/09.

Update on Business Survey

With eleven days remaining until the deadline for participation in the Business Survey requested by City Council, we have received 199 responses. There are identifiable trends, both in areas where participants are pleased with City services and in areas where they would like to see improvement. Once the online survey has been closed out, staff will make the responses available to City Council. We will also examine the responses for areas in which changes could or should be made to improve service to the business community and to identify issues that might be covered in more depth at the February business summit.

I encourage business owners who have not yet responded to take a few minutes to provide us their feedback. The survey can be taken online at www.greensboro-nc.gov/BusinessSurvey or business owners may call 373-CITY (2489) to receive a written version of the survey.

Public Affairs Department Contact Center Weekly Report
Week of 11/23/09 – 11/29/09

Contact Center

3261 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 640

General Info. - 121

New Sign up - 95

Request to Cutoff – 81

Bill Extension - 58

Field Operations

Holiday Schedule – 159

Loose Leaf Collection - 105

Bulk Guidelines – 57

No Service/Green - 45

Appliance Pick-up - 36

All others

Police/Watch Operations – 210

Landfill/Transfer/HHW – 124

Warrants – 104

Courts/Sheriff – 71

General Info. (Open, Closed) - 45

Comments

We received a total of 3 comments this week:

- 3 comments for **Field Operations**

Customer comment about residents that put leaves in the street. Customer said these residents should be fined no less than \$25.00. “These leaves do cause a hazard and someone is going to get hurt.”

Customer said that leaves in the street cause problems with traffic flow and should not be allowed.

Customer would like to see us go back to every week recycling now that all plastic bottles and jugs must go in the recycle can. Customer said that her recycle can now fills up before the two weeks has elapsed. She does not want to pay \$70.00 for an additional recycle can.

Overall

Although we had a short week last week, calls about loose leaf collection remained steady. Customers also wanted to know when their garbage would be collected in light of the holiday.

Call volume was lighter than normal for us last week due to the City being closed on Thursday and Friday for Thanksgiving.